

### Meeting Agenda

<b>Division:</b>	IME Integrated Health Home		
<b>Meeting Title:</b>	Open Office Hours		
<b>Facilitator:</b>	Pamela Lester		
<b>Location:</b>	Teams		
<b>Date:</b>	November 18, 2021	<b>Time:</b>	10:30 to 11am


### Meeting Objectives

The primary goal of the meeting is to provide IME updates and allow for discussion.

### Meeting Participants

MCOs Integrated Health Homes	IME Associations and Coalitions
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Agenda Topic	Items
<b>IME Updates</b>	<ul style="list-style-type: none"> <li>• <a href="#">IL 2290-MC-FFS CMS, OSHA and Iowa Medicaid Providers</a></li> <li>• <a href="#">IL 2289-MC-FFS HCBS Habilitation Program Changes Delayed to April 1, 2022</a></li> <li>• <a href="#">2284-MC-FFS IHH Quality Improvement Survey and Listening Sessions</a></li> <li>• IL for Billing in Draft</li> <li>• Updated Billing Guide for January 2022 will be posted</li> <li>• Learning Collaborative 2022 (will be posted soon, working on FTF dates as well)</li> <li>• Self-Assessment Tool Demonstration</li> </ul> <p><b><u>Missouri OIG question</u></b></p> <p>If the letter reviews gaps in care would that then meet criteria for health home service? Include that you reviewed for gaps in care, identified XXX gap(s) in care and called/sent letter. Best practice is that you make sure you coordinate closing those gaps, not just telling them they have them.</p> <p><b>Missouri OIG:</b> <a href="https://oig.hhs.gov/oas/reports/region7/72004117.asp">https://oig.hhs.gov/oas/reports/region7/72004117.asp</a></p> <p>For sample number 14, the medical record indicated that there was a missed call when the health home provider attempted to contact the patient. There was no indication in the medical record that any health home service was performed.</p> <p>For sample number 35, the documentation we received said only that there was a missed call from the health home provider to the patient. We did note an office visit with the patient's primary care provider during our sampled month, but there was no support in the medical record that the health home provider assessed the patient's records, performed medication reconciliation, or conducted any other activities.</p>

Agenda Topic	Items
	<p>For sample number 67, the documentation supported that the health home provider sent a letter to the patient indicating that the provider had been unable to contact the patient. There was no documentation showing that a core health home service was provided to this patient in the sampled month.</p> <p>For sample number 45, the documentation did not show what the health home provider reviewed in the patient's record and what health home service was performed. Therefore, there was no support that a core health home service was performed.</p>
<b>Questions in the Health Homes email</b>	<p><b>From ITC Meeting</b>  Waiver slot email <a href="mailto:Waiverslot@dhs.state.ia.us">Waiverslot@dhs.state.ia.us</a>  HCBS Provider Manual page 21 and 22 <a href="https://dhs.iowa.gov/sites/default/files/HCBS.pdf?101520201435">https://dhs.iowa.gov/sites/default/files/HCBS.pdf?101520201435</a>  We did a presentation in April 2020. Attached presentation slide 8 <a href="https://dhs.iowa.gov/sites/default/files/CMHW_Process_Final.pdf?101520201403">https://dhs.iowa.gov/sites/default/files/CMHW_Process_Final.pdf?101520201403</a>  Iowa Code <a href="https://www.legis.iowa.gov/docs/iac/chapter/441.83.pdf">https://www.legis.iowa.gov/docs/iac/chapter/441.83.pdf</a>  <a href="https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers">https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers</a></p> <p><b>IoWANS</b> if you are having issues completing milestones, or access email <a href="mailto:IoWANSHelpDesk@dhs.state.ia.us">IoWANSHelpDesk@dhs.state.ia.us</a>  Updating IoWANS slides for you and will post.</p> <p>  IoWANS User Guide.pdf</p> <p><b>Critical Incident Report Training</b>  <a href="https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration">https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration</a></p> <p><b>MCO RFP</b>  <a href="https://bidopportunities.iowa.gov/Home/GetBidOpportunityDocument/b0233d80-932d-4f96-a869-60d67e629283">https://bidopportunities.iowa.gov/Home/GetBidOpportunityDocument/b0233d80-932d-4f96-a869-60d67e629283</a>  Spring 2022: Question and answer period after release of the RFP.  Summer 2022: Deadline for bid proposals.  Fall 2022: DHS to award contract(s).  Fall 2022: MCO onboarding to begin.  Spring 2023: MCO readiness review.  Summer 2023: MCO operations begin.</p>
<b>IHH Proposed Discussion Topics: None</b>	<p>None</p>
<b>Open Discussion</b>	<p>None</p>

